

## WATER QUALITY INFORMATION

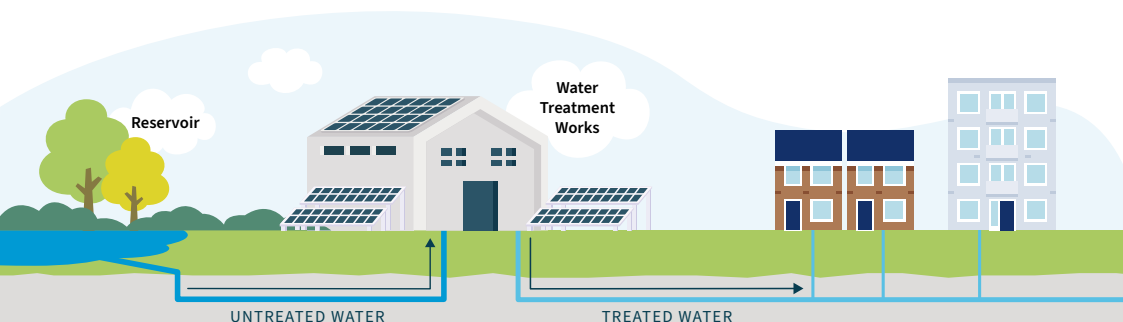
# “My tap water is cloudy. Is there anything wrong with it?”

Drinking water can sometimes appear ‘milky’ or ‘cloudy’ when first drawn from the tap.

Cloudy water is due to lots of air bubbles in the water, which are so small it makes the water appear white.

Although unsightly, the air in the water is not harmful.

**This leaflet will provide advice of what you can do.**



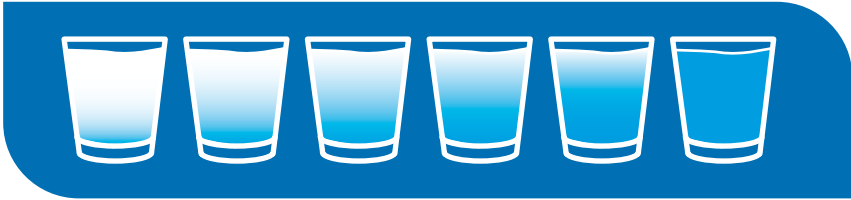
We add chlorine at the treatment works to make sure the public water supply water is safe to drink.

## Cloudy water that lasts for a few hours or days

Drinking water can sometimes appear 'milky' or 'cloudy' when first drawn from the tap. This is usually caused by air and generally disappears after a short time.

There is a really simple way to check whether milky white water is due to air. First, try filling a glass with water and leave it to stand for a few minutes. If the cloudiness clears from the bottom of the glass upwards, this shows the cloudy appearance has been caused by air.

[www.youtube.com/watch?v=dn2Lh4oGN2E](https://www.youtube.com/watch?v=dn2Lh4oGN2E)



If you run the tap and the cloudy water doesn't clear it could be that the mains water is affected – there may have been some work in the area, such as a burst main.

Sometimes work on the water pipes can cause air to be trapped in the water.

This should clear in a few days however if it does not then please do not worry; please 'Contact Us' and we can see what we can do to help clear the problem.

It may be that we need to come and flush the mains water pipes to help clear the air. You can check our website to see if there is a burst main or any work going on in your area:

[www.portsmouthwater.co.uk/news/supply-interruptions-emergencies/](http://www.portsmouthwater.co.uk/news/supply-interruptions-emergencies/)



## Cloudy water that lasts for a few weeks or months

If you find this happens on a regular basis, it is probably because the water has become warm or there is a restriction somewhere in the system.

If your neighbours are not having this issue, it may be an internal plumbing problem within your property. We always recommend you use a Watersafe approved plumber when having work on your property.

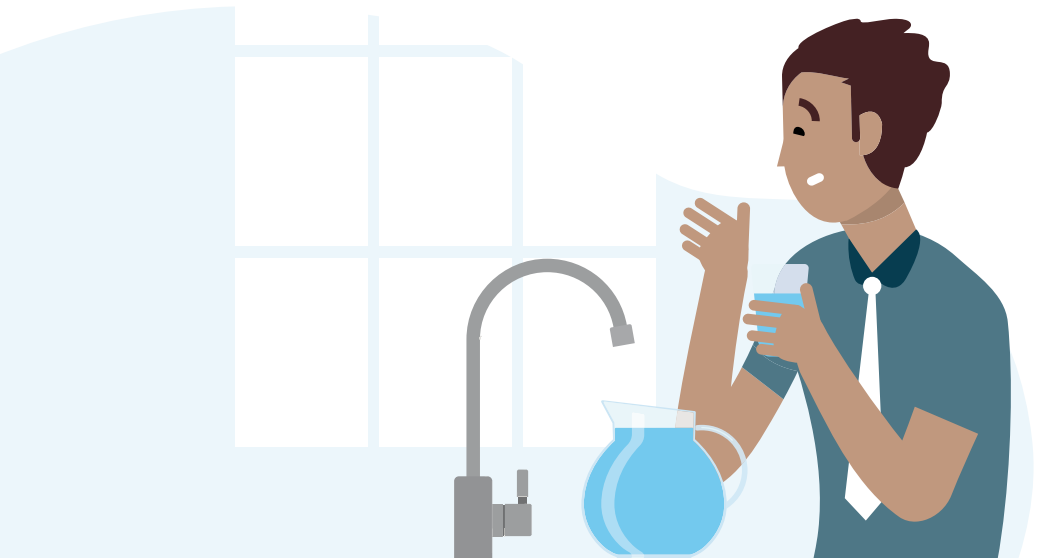
If the cold water pipework in your home touches unlagged hot water pipes this can lead to warming and cloudiness in the cold water supply.

Wrapping / insulating pipes can prevent warm water pipes from heating cold water pipes and also helps them from bursting in cold weather.



If the water is cloudy at all your taps then it may be worth checking that the internal and external stop taps are both opened fully.

If you notice cloudy water from your hot water tap only, then it's likely to be caused by your heating system or boiler. You will need to get advice from the manufacturers or contact a 'WaterSafe' plumber or 'GasSafe' heating engineer.



## Contact us...

If none of these suggestions solve your problem please contact us and we will test your water supply.



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Need an approved plumber?  
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